



# The Self-Support Index

What it is and how to use it



Minnesota Department of **Human Services**

# Training Agenda

Performance Measures

The Self-Support Index

The Range

The Tool

# What is a performance measure?

- Way of quantifying how well a program, agency, or service system is working
  - What we're doing (process)
  - How well we're doing it (outcome)
- In an ideal system doing well on the process measures = good outcomes

# Activity: Personal Example

Goal:	Start saving money!
Outcome:	
Process:	
Strategies:	

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Goal:	Start saving money!
Outcome:	Save \$5,000 by December 31, 2015
Process:	
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Process:	Net gain of \$500 each month March – December in savings account
Strategies:	

# Activity: Personal Example

Goal:	Start saving money!
Outcome:	Save \$5,000 by December 31, 2015
Process:	Net gain of \$500 each month March – December in savings account
Strategies:	<ul style="list-style-type: none"><li>• Get family on board with goal</li><li>• Transfer \$275 to savings each payday</li><li>• Celebrate \$1,000 increments</li></ul>

# Two Performance Measures in MFIP

Self-Support Index	Work Participation Rate
Outcome measure	Process measure
Mandated by Minnesota Legislature	Federally mandated
All MFIP caregivers	TANF cases (work eligible individuals)
Over three years	Point in time (month)
Off MFIP or working 30 hours per week	87 or 130 official activity hours per month



The ideal performance management system is one that energizes the people in an organization to focus effort on **improving things that really matter.**

**Dr. PK Saxena**

*Management in Organizations* (2009)

# **THE SELF-SUPPORT INDEX**



Minnesota Department of Human Services

# Minnesota Family Investment Program Management Indicators Report

January through March 2015

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Economic Assistance and Employment Supports Division  
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St. Paul, MN 55164-0951

## Table of Contents

Introduction.....	
MRP Closings.....	
MRP and DWP Median Placement Wage.....	
TANF Work Participation Rate (WPR).....	
MRP Counted Months.....	
MRP Employment Services Enrollments, Closures and Exit Reasons.....	
MRP/DWP Self-Support Index (S-SI) and Range of Expected Performance.....	
MRP Exits and Returns.....	
MRP Unaccounted for Cases.....	
Notes.....	

## Abbreviations

AFDC	Aid to Families with Dependent Children
CM	Combined Manual
DEED	Minnesota Department of Employment and Economic Development
DHS	Minnesota Department of Human Services
DRA	Deficit Reduction Act of 2005
DVHHS	Des Moines Valley Health and Human Services
DWP	Diversionary Work Program
FSS	Family Stabilization Services
HHS	U.S. Department of Health and Human Services
MAXIS	DHS eligibility system
MRP	Minnesota Family Investment Program
MOE	Maintenance of Effort
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act
S-SI	Self-Support Index
SNAP	Supplemental Nutrition Assistance Program
SWHHS	Southwest Health and Human Services
TANF	Temporary Assistance for Needy Families
WEI	Work-eligible Individual
WF1	Workforce One
WPR	Work Participation Rate

## Indicator 6

## MFIP/DWP Self-Support Index (S-SI) and Range of Expected Performance

**What is the S-SI?** The Self-Support Index is an outcome measure that quantifies the goals of the Minnesota Family Investment Program to help participants find and maintain employment, increase earnings and decrease use of cash assistance.

**Formula.** The number of participants off cash assistance or working at least 30 hours per week during a measurement quarter who were eligible for MRP or the Diversionary Work Program (DWP) in the baseline quarter divided by the total number of active participants in the baseline quarter. There are three measures, for cohorts in quarter one, two, or three years previous. Note that the three baseline cohorts are different groups of people.

**Details.** The Self-Support Index is the percentage of caregivers (usually parents, sometimes other relatives) personally eligible for MRP or DWP in a baseline quarter who are either no longer receiving MRP or DWP cash assistance, or are working an average of 30 or more hours per week during each month of the measurement quarter three years later. For example, the three-year Self-Support Index for the second quarter of 2014 reported outcomes during that quarter for the cohort eligible during the second quarter of 2011.

Those who left MRP after reaching 60 counted MFIP months (the time limit in Minnesota) and those who left due to 100 percent sanction are only counted as a success if they worked an average of 30 hours per week in their last month of program eligibility, or began receiving Supplemental Security Income (SSI) after MRP or DWP cash ended.

Participants are included with the service area or tribal provider that last provided services as of the end of the reporting quarter.

The three-year Self-Support Index has a related measure that makes comparisons across counties with very different conditions and populations fairer. The **Range of Expected Performance** around the three-year S-SI is calculated for each county, consortium and tribal provider. Performance is assessed as above, within or below the Range of Expected Performance, an interval based on unique caseload characteristics and economic conditions in each service area. Because this interval is calculated by statistical techniques based on characteristics that providers cannot influence – no measures of services or provider characteristics are included – providers cannot influence the size or location of the Range of Expected Performance. The distance below the lower limit of the Range or above the upper limit of the Range is computed for each service area outside the Range.

23

MFIP/DWP Self-Support Index (S-SI) and Range of Expected Performance – Part 1

Service Area	One-year		Two-year		Three-year		Range of Expected Performance		Difference Below (-) or Above (+) Range	Below, Within or Above Expected Performance
	Eligible Adults	S-SI	Eligible Adults	S-SI	Eligible Adults	S-SI	Lower Limit	Upper Limit		
State	33,628	53.2%	36,735	64.1%	38,567	69.2%				
Fillmore	59	72.9%	78	84.6%	68	90.9%	76.0%	82.4%	8.5%	Above
Freeborn	194	58.8%	215	72.1%	256	79.3%	77.1%	81.6%		Within
Goodhue	153	62.7%	194	70.6%	194	72.7%	72.0%	78.3%		Within
Houston	76	63.2%	81	72.8%	92	80.4%	79.8%	85.5%		Within
MN Prairie	413	63.2%	462	72.7%	450	81.3%	78.9%	84.9%		Within
Mower	294	61.2%	321	76.0%	305	76.1%	71.6%	76.9%		Within
Olmsted	614	60.0%	923	72.2%	995	79.9%	81.0%	83.7%	-1.1%	Below
Rice	276	65.9%	340	78.8%	313	79.2%	75.2%	80.0%		Within
Wabasha	59	66.1%	85	78.8%	80	83.8%	76.5%	83.2%	0.6%	Above
Winona	196	64.8%	181	70.2%	178	71.9%	67.1%	74.2%		Within
Southeast	2,534	62.3%	2,880	73.8%	2,951	79.1%				
Aitkin	74	71.6%	93	84.9%	78	83.3%	73.7%	83.1%	0.2%	Above
Carlton	151	61.6%	137	74.5%	138	74.6%	72.7%	78.7%		Within
Cook	19	68.4%	22	77.3%	18	77.8%	66.3%	82.7%		Within
Itasca	285	57.5%	330	70.9%	323	72.1%	76.9%	81.0%	-4.8%	Below
Koochiching	83	62.7%	89	74.2%	63	74.6%	73.9%	81.2%		Within
Lake	14	64.3%	30	86.7%	23	91.3%	75.1%	84.9%	6.4%	Above
St. Louis	1,292	48.9%	1,384	61.8%	1,530	67.9%	65.6%	70.0%		Within
Northeast	1,918	53.2%	2,085	66.1%	2,173	70.0%				

# The history of the Self-Support Index



2001/2002

A workgroup of state staff and local partners developed this measure

It focuses on what happens for **people** (*outcomes*) rather than our **program requirements** (*process*).

# The Index

*Your Score*



# The index

It is based on the  
**original goals  
of MFIP**

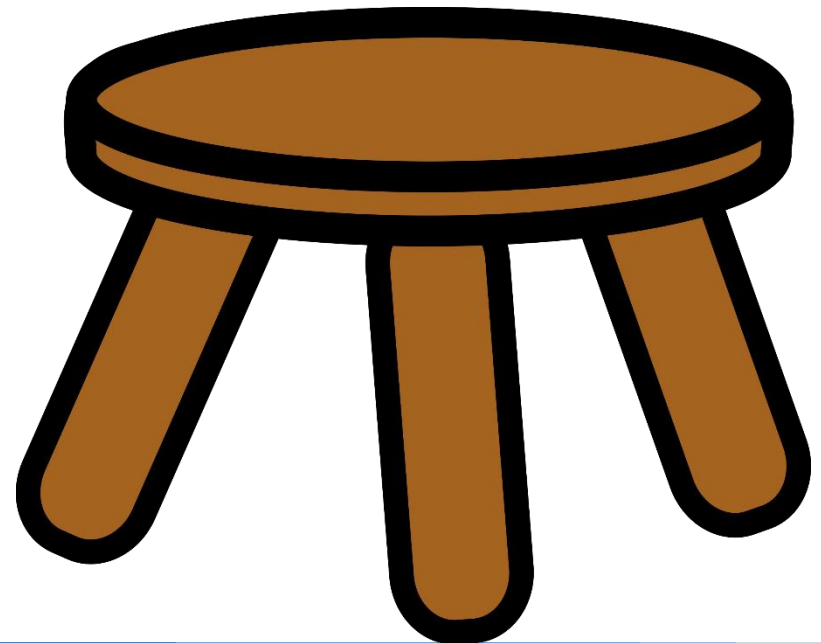
increase employment and  
earnings

decrease use of cash  
assistance



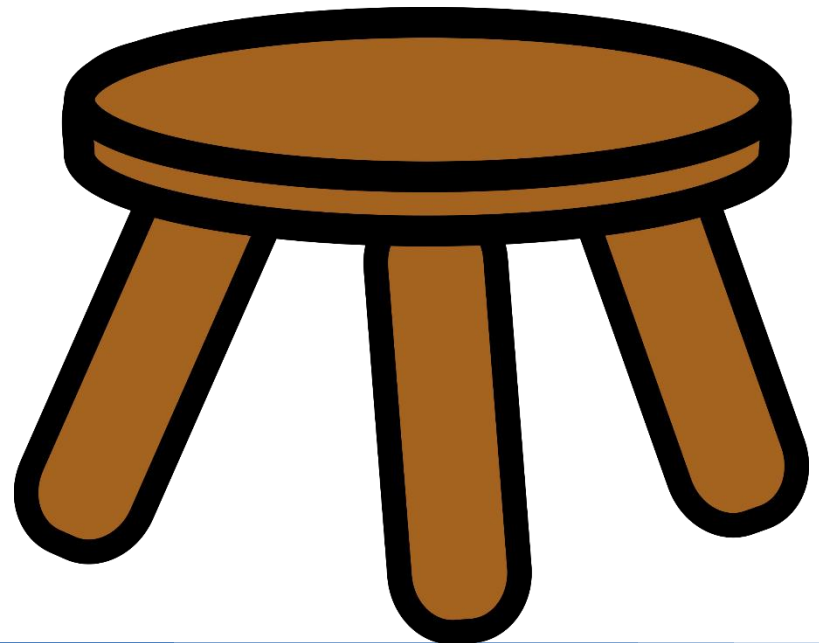
# What's my role?

Employment Counselor	Financial Worker	Child Care Worker



# What's my role?

Employment Counselor	Eligibility Worker	Child Care Worker
Develop employment plan	Timely benefits	Timely child care
Provide support services	Accurate benefits	Consistency of care
Knowledge of labor market	Knowledge about programs	Knowledge of providers





# The index: Definition

- Looks at every adult receiving MFIP or DWP in a quarter; and
- Counts how many are off MFIP and DWP cash assistance or working at least 30 hours per week
- Three years later



# Wired *not* to reward bad outcomes

If someone leaves MFIP for the following reasons, the Self-Support Index does not count them as successful.

*Successful*



Sanctions

Time limits

*Not (yet) successful*

An orange speech bubble with a tail pointing towards the bottom-left.

Where do the data come from  
to produce the Index?

A blue speech bubble with a tail pointing towards the bottom-left.

MAXIS!



**QUESTIONS ABOUT THE INDEX?**

# The Index

# The Range

*Putting the Index  
in Context.*

# The Index provides a score – but does it really tell you how well you did?

## Fourth Quarter 2014 Index

Service Area	Index
Service Area A	85.3%
Service Area B	65.1%
Service Area C	55.8%
Service Area D	75.7%
<b>Statewide</b>	<b>67.4%</b>

# What the Range does...

It takes into account the labor market and the people being served, ...

...and levels the playing field across the state – which is something counties asked for.



# The 'Range': Providing a context to the targets

Puts the Self-Support Index **in context**





What goes into setting the target a county should be expected to reach?

- Information about those you serve
- Information about the local economy

# Information about your participants

High school diploma or GED

Student

Two-parent case

Inter-county moves

Mental health diagnosis

SSI adult in family

Age of youngest child at baseline

Age of adult at birth of first child

Average child support

Ever married

Race and ethnicity

Inter-state moves

Chemical health diagnosis

SSI child in family

Needs interpreter

Age of adult at baseline

Number of children in family

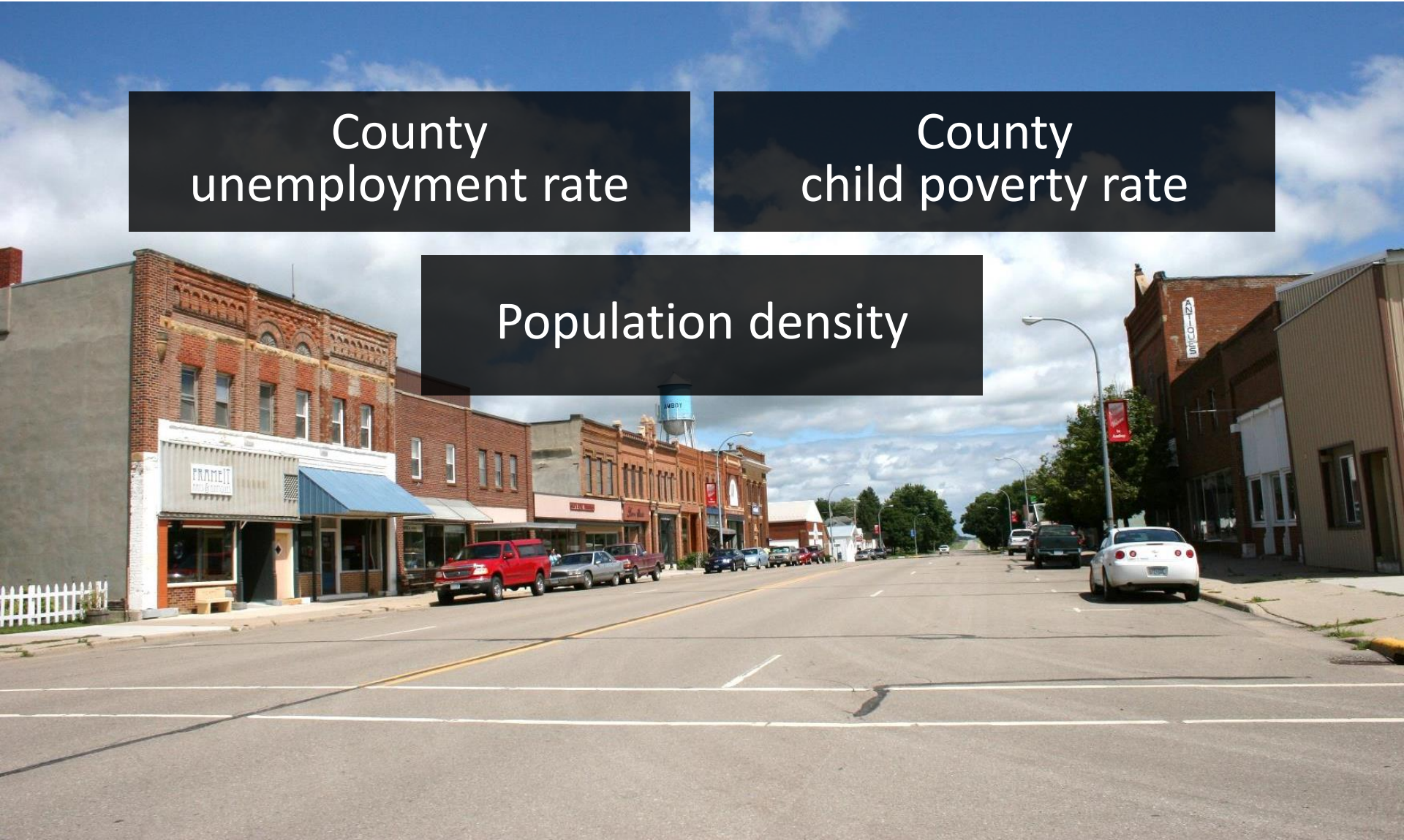
Housing subsidy

# Information about the local economy

County  
unemployment rate

County  
child poverty rate

Population density





# Knowing the local targets can change who looks successful

Fourth Quarter 2014 Self-Support Index and Range of Expected Performance

Service area	Lower	Index	Upper
Service area A	86.1%	85.3%	88.3%
Service area B	60.3%	65.1%	68.4%
Service area C	52.7%	55.8%	54.9%
Service area D	75.5%	75.7%	76.2%
Statewide		67.4%	

What can we do to  
get a more favorable target?

**Nothing.**

The factors that predict the targets are outside of the control of counties and tribes.

You **can** test out strategies to improve the Index.



Context matters in the Self-Support Index!



**QUESTIONS ABOUT THE LOCAL  
TARGETS AND THEIR RANGES?**

# Concerns we have heard about the Self-Support Index

It doesn't tell the whole story.  
'Off cash assistance' leaves unanswered questions.

It is hard to understand.

It is impossible to manage to because the targets change and because it is a measure over so much time.



# Addressing the concerns

Tell a more complete story.

**New supplemental measures** help tell a more complete story.

- **Employment**: including those who have left MFIP and those still receiving MFIP
- **Earnings**: including those who have left MFIP and those still receiving MFIP
- **Education**: tracking those receiving MFIP

# Addressing the concerns

Make the Self-Support Index less confusing.

With this training we have tried some new vocabulary and new ways of explaining the measure.

**We would love your feedback!**

# Addressing the concerns

Make it easier to manage to.

## **The Self-Support Index Tool**

A new interactive web-based tool that:

- Allows you to know who will be counted in your upcoming Self-Support Index reports.
- Brings together information from MAXIS and Workforce One to get a snapshot of how people are doing.

# **THE SELF-SUPPORT INDEX TOOL**

The background of the slide features a blurred image of a laptop screen. On the screen, a web-based application is visible, displaying a report titled "Report Title". Below the title, there is a table with multiple columns and rows of data. The text "What is the Self-Support Tool?" is overlaid on a blue speech bubble that points towards the bottom left of the slide.

# What is the Self-Support Tool?

A secure web-based tool that:

- Contains data about individuals
- Combines data from both WF1 and MAXIS in one report
- Is flexible so you can customize the information
- Refreshes automatically each month so you don't wait for someone at DHS to post new data

The background of the slide features a blurred image of a laptop screen. On the screen, a table is visible with multiple columns and rows of data. The table appears to be a report or a data export, with headers and various numerical and text entries. The overall tone of the background is professional and data-oriented.

# Who is in the Self-Support Tool?

Participants that you are *now* serving who will be measured in your upcoming reports on the Self-Support Index.

That means you are seeing data only about those people who *are not yet successful*.

# S-SI Tool Tutorial

[illegible]

**Thank you!**

**Help us improve this training.**

Complete our feedback form, and contact us!

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